

Comparisons of Job Characteristics

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Bill and Account Collectors (43-3011)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Bill and Account Collectors (43-3011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	15.8	15.2	0	Current knowledge level may be sufficient
Clerical	7.3	13.6	12.2	<	Expanded education and/or training may be required
Law and Government	5.9	7.9	4.1	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	7.2	3.6	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Bill and Account Collectors (43-3011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Active Listening	11.0	13.3	12.6	0	Current skill level may be sufficient
Speaking	10.8	13.3	12.3	0	Current skill level may be sufficient
Persuasion	7.4	11.1	10.6	0	Current skill level may be sufficient
Social Perceptiveness	9.1	11.0	9.1	<	A higher skill level may be required
Negotiation	6.8	10.2	9.0	<	A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 99

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Bill and Account Collectors (43-3011)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Comprehension	12.5	13.9	13.1	0	Current ability level may be sufficient
Oral Expression	12.4	13.9	13.3	0	Current ability level may be sufficient
Written Comprehension	11.0	11.9	10.8	<	Some improvement in abilities may be required
Speech Clarity	10.2	11.4	11.8	0	Current ability level may be sufficient
Speech Recognition	9.9	11.4	11.8	0	Current ability level may be sufficient
Written Expression	9.8	11.1	11.0	0	Current ability level may be sufficient
Number Facility	6.3	7.6	5.4	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 86

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Bill and Account Collectors (43-3011)

Work Activities	Exclusivity of Activity
Collect overdue bills	92
Maintain records, reports, or files	5
Obtain information from individuals	24
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 93

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Bill and Account Collectors (43-3011)

Tools and Technologies	Exclusivity
Call management systems or accessories	19
Computer data input devices	2
Computers	1
Content authoring and editing software	1

Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Network applications software	1
Networking software	21

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.